

## GESD Fact Sheet for Hurricane Season

<b>Business Continuity Plan (BCP)</b>	For the 2006 hurricane season, NFC has modified its concept of operations to deploy a limited staff in advance of known disaster events in order to provide continued service to our customers, although at a minimum service level during the disaster event. Our plan calls for us to deploy employees to Alternate Work Sites (AWS) prior to closure of the NFC facility. The deployed staff will assume operational responsibilities (simultaneously with the closure of the NFC facility), and will perform limited services until either full deployment to the AWS is required or reconstitution of operations back at the NFC facility is accomplished.	
<b>Customer Communications Model</b>	GESD will utilize the following methods to communicate with our customers during potential threats and activation of the NFC Continuity of Operations Plan (COOP) and GESD BCP: <b>Regular conference calls</b> – NFC will hold regular conference calls (using a central call in number with published pass code) with its customers or others as needed to regularly address issues and make/communicate decisions on operational statuses. <b>Town Hall meetings/web casts</b> – NFC will hold “electronic” town hall meetings through a web cast process as appropriate. <b>Message lines</b> – All message lines maintained by NFC (i.e. Inquiry lines, Operations Control Center, Emergency numbers, etc.) will be updated with operational status information and any critical instructions. <b>WEB</b> - NFC's Internet site will be updated with operational status information and any critical instruction. <b>Public media</b> - NFC will release information to the local and Washington, D.C. press on the status of its operations as appropriate.	
<b>Service Level Model</b>	During hurricane threats, our clients can expect to receive reduced service levels while GESD business units are minimally staffed at the AWS, i.e. after shutdown of the NFC facility at approximately –34 hours prior to expected storm landfall and until we are able to return to normal operations once the threat has passed. The number of employees scheduled to deploy to the AWS during pre-threat hours is limited to the minimum number needed to effectively perform essential services for our clients. During this interim period, all GESD inquiry phone lines will be transferred to the AWS, with incoming calls being handled by our reduced AWS staff. Our customers will continue to use existing lockbox, P.O. Box and regular mail addresses until instructed to do otherwise.	
The expected level for all other services provided by our business units is described below:		
<b>Certification and Disbursement</b>	<i>Minimal AWS Staffing</i>	Responsible for reconciling and certifying the biweekly payroll cycle disbursements, daily Manual Pay, and CAS payment schedules. Additional functions performed at a minimum service level: <ul style="list-style-type: none"><li>SF-2812 processing and communications with OPM</li><li>Federal tax withholding processing</li><li>Mail Non-Federal benefit tapes and/or execute FTP file transfers to carriers</li><li>Reconcile PACS to FFIS</li><li>Research of EFT Claims of Non-receipt</li></ul>
	<i>Full AWS Staffing - Provide additional services:</i>	<ul style="list-style-type: none"><li>Cash reconciliation</li><li>Processing of Undeliverable U.S. Savings Bonds</li><li>Process levies from ABCO</li><li>Processing Treasury credits</li><li>Researching unbilled receivables</li><li>Analyzing claim forms from Treasury</li></ul>
<b>Government Debt and Insurance</b>	Agencies will continue to call the toll free inquiry numbers (1-800-428-8515 (Claims), 1-800-255-5295 (ABCO) and 1-800-242-9630 (DPRS and CLER) for assistance. When inquiring about CLER, please ask for a CLER representative. Calls will be routed to the available staff regardless of work site location.	
	<i>Minimal AWS Staffing</i>	<ul style="list-style-type: none"><li>Assistance in responding to telephone, fax and e-mail inquiries from customers.</li><li>Providing regular Claims and DMSS services.</li></ul>
	<i>Full AWS Staffing - Provide additional services:</i>	<ul style="list-style-type: none"><li>Handle all incoming calls to this inquiry line and critical inquiries from agencies and OPM.</li></ul>

<b>Payroll Reconciliation</b>	Agencies will continue to call the inquiry line at 504-426-1623 or toll-free at 1-877-207-8137 (Retirements). Calls will be routed to the AWS staff.	
	<i>Minimal AWS Staffing</i> - Handle all incoming calls to this inquiry line.	<ul style="list-style-type: none"> <li>Establish contact with agencies through the CAPPS liaison, Gary Gaspard, or through the NFC website (<a href="http://www.nfc.usda.gov">www.nfc.usda.gov</a>) to provide updates on retirement document submission procedures.</li> <li>Handle updating of General Ledger and Budget Cost Systems and Agency Weekly Reporting, SF-224 production, and agency payroll accounting inquiries.</li> </ul>
	<i>Full AWS Staffing</i> - Provide additional services:	<ul style="list-style-type: none"> <li>Retirements/separations processing</li> <li>Payroll reconciliation</li> <li>Respond to all types of inquiries</li> </ul>
<b>System Applications</b>	<i>Minimal AWS Staffing</i>	<ul style="list-style-type: none"> <li>Ensure that <u>critical</u> applications are available to the customers and are functioning properly. Continue to provide production operational support for all <u>critical</u> applications. No additional maintenance or development will take place at this time.</li> </ul>
	<i>Full AWS Staffing</i>	<ul style="list-style-type: none"> <li>Provide remaining production support for all remaining applications. Reestablish and maintain normal development and maintenance.</li> </ul>
<b>Customer Support</b>	<i>Minimal AWS Staffing</i>	<ul style="list-style-type: none"> <li>Deploy to the Client Services Office in Washington, D.C.</li> <li>Continue as NFC's point of contact for all GESD systems and services representing customer issues and concerns to other NFC organizations during recovery of all services.</li> <li>Deploy with current customer contact information and monitor/report on operational activities and issues.</li> </ul>
	<i>Full AWS Staffing</i>	<ul style="list-style-type: none"> <li>Begin an aggressive campaign to contact all NFC customers.</li> <li>Provide updated contact information as appropriate to customer contacts.</li> <li>Continue public relations and communications activities that provide COOP status, system application status, operational status, special processing instructions, etc.</li> <li>Continue to coordinate and represent NFC on various customer workgroups and committees such as the Committee for Agriculture Payroll/Personnel Systems (CAPPS).</li> <li>Maintain liaison with user agencies for the resolution of unique inquiries, particularly those that cross over organizational boundaries within NFC.</li> <li>Work with other NFC organizations to assist users in identifying and resolving problems, monitoring system performance, and ensuring correct operation.</li> <li>Participate in Government and non-Government meetings and conferences to gather and provide information on available services, and evaluate the level of user satisfaction to both NFC provided and non-NFC provided services.</li> <li>Support all expanded operations (due to COOP) of the Client Services Office.</li> </ul>
<b>Implementation</b>	<b>Provide the necessary level of service to complete a new agency implementation. Fully staff the AWS (Client Services Office) to support the implementation effort and monitor the progress of all implementation activity.</b>	

<b>Communication and Documentation</b>	<i>Minimal AWS Staffing</i>	<ul style="list-style-type: none"><li>• Provide information regarding the status of NFC operations including changes in contact phone numbers and other operational issues and any resulting impacts on service through the NFC Home page.</li><li>• Communicate to the customer through the NFC web site on a timely basis.</li><li>• Maintain Special Interest Group web sites changes as overall priorities allow.</li><li>• Electronically distribute bulletins to customers regarding vital NFC system changes or modifications to operational/processing instructions.</li></ul>	
	<i>Full AWS Staffing</i> - Provide additional services:	<ul style="list-style-type: none"><li>• Produce more detailed procedure changes.</li><li>• Provide updated help files/content within NFC applications as normal.</li></ul>	
<b>Payroll Processing</b>	Agencies will continue to call the payroll processing inquiry lines. The toll-free and local inquiry lines for Payroll Processing are 1-800-421-0323 and 504-255-4630.		
	<i>Minimal AWS Staffing</i>	<u>T&amp;A Week</u> <ul style="list-style-type: none"><li>• Correct and process T&amp;A suspense with minimum agency assistance</li><li>• Process priorities, sensitive requests and 20% of other manual payments, adjustments and inquiries.</li></ul>	<u>Non-T&amp;A Week</u> <ul style="list-style-type: none"><li>• Process priorities, sensitive requests and 50% of other manual payments, adjustments and inquiries.</li></ul>
	<i>Full AWS Staffing</i> - Provide additional services:	<u>T&amp;A &amp; non-T&amp;A Week</u> <ul style="list-style-type: none"><li>• Correct and process T&amp;A suspense with agency assistance</li><li>• Process priorities, sensitive requests and 100% of current manual payments with 30% backlog from other deployed waves</li><li>• Provide limited payroll/personnel training for clients</li><li>• Conduct system testing &amp; requirements</li></ul>	
<b>Personnel Processing</b>	Agencies will continue to call the personnel processing inquiry lines as follows: Personnel Processing - Call Center: 1-800-981-3026 and 504-255-5230. Personnel Processing - Pay Tech: 1-877-563-2223 and 504-426-1668.		
	<i>Minimal AWS Staffing</i>	<ul style="list-style-type: none"><li>• Process priorities, sensitive requests and 43% of other payroll processing services</li><li>• Call Center operating at 25%</li></ul>	
	<i>Full AWS Staffing</i>	<ul style="list-style-type: none"><li>• Process priorities, sensitive requests and 100% current service with 30% backlog from other deployed waves</li><li>• Call Center operating at 100% with 30% backlog from other deployed waves</li></ul>	
<b>Tax and Benefits Processing</b>	Agencies will continue to call the FEHB inquiry line 504-426-1624 and the NFC inquiry line (504) 255-4630. Calls will be routed the available staff regardless of work site location.		
	<i>Minimal AWS Staffing</i>	<ul style="list-style-type: none"><li>• Answer FEHB inquiries related to NFC payroll, and payroll office related CLER inquiries and TSP inquiries.</li><li>• Process and submit manual TSP data to the Federal Retirement Thrift Investment Board on an as needed basis. Personnel will ensure access to W-2 applications, reconciliation of relevant systems (PAYE to EARN, etc.) by pay period, and coordination of applicable job scheduling.</li><li>• Continue with internal control procedures that include periodic testing of all Transaction Codes within the EARN system.</li><li>• Coordinate with Customer Support personnel to ensure that all participating agencies are instructed on how to submit requests to receive their sample W-2's within the specified time frames. (If deployment falls within the Agency W-2 Participation time frame)</li></ul>	
	<i>Full AWS Staffing</i>	<ul style="list-style-type: none"><li>• Resume full service, including inquiries regarding international employees.</li></ul>	